

# MINNESOTA

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2002*

**Total Number of Fraud and Identity Theft Complaints from Minnesota Consumers = 4,616**



**Fraud Complaints from Minnesota Consumers = 2,743**

### *Top Fraud Complaint Categories for Minnesota Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	727	27%
2	Internet Services and Computer Complaints	317	12%
3	Advance-Fee Loans and Credit Protection/Repair	258	9%
4	Shop-at-Home/Catalog Sales	246	9%
5	Foreign Money Offers	190	7%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Minnesota consumers (2,743).

### *Amount Paid Reported by Minnesota Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
2,743	\$4,665,654	2,222	81%	\$2,100

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Minnesota consumers (2,222). One consumer reported an amount paid of over \$2 million.

### *Top Minnesota Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Minneapolis	355
St. Paul	215
Rochester	67
Bloomington	57
Duluth	54



**Identity Theft Complaints from Minnesota Victims = 1,873**

### *Identity Theft Types Reported by Minnesota Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Credit Card Fraud	794	42%
2	Bank Fraud	477	25%
3	Phone or Utilities Fraud	384	21%
4	Government Documents or Benefits Fraud	130	7%
5	Employment-Related Fraud	102	5%
6	Loan Fraud	88	5%
	Other	248	13%
	Attempted Identity Theft	171	9%

<sup>1</sup>Percentages are based on the 1,873 victims reporting from Minnesota. Percentages add to more than 100 because approximately 25% of victims from Minnesota reported experiencing more than one type of identity theft.

### *Top Minnesota Identity Theft Victim Locations*

Victim City	No. of Victims
Minneapolis	239
St. Paul	211
Bloomington	42
Plymouth	38
Eagan	35